<u>**ResNet Troubleshooting For Windows 7**</u>

When having difficulties accessing the network from your room there are certain pieces of information the IT Help Desk must have before being able to process your call. If at all possible please try to test your computer on a friend's socket that you know to be working.

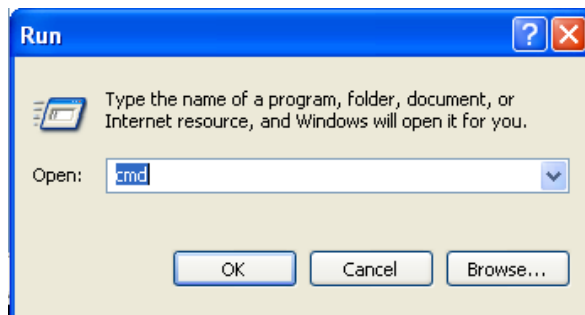Please see the step by step instructions below for obtaining the information we require.

Step 1

Hold down the '**Windows Key**' & press '**R**'

Step 2

Type **cmd** then press 'Enter'

Step 3

Type **ipconfig /all** then press enter

Step 4

Underneath the heading 'Ethernet adapter Local Area Connection' provide us with the following information.

DHCP Enabled
Physical Address
IP Address
Subnet Mask
Default Gateway
DHCP Server
DNS Servers